USER GUIDE
INSURE AND SECURE

INTRODUCTION

Congratulations! And thank you for making an excellent choice by selecting Ctrack 24-hour vehicle tracking and monitoring.

Car theft and hijacking are unfortunately a reality in South Africa today. By installing Ctrack you have taken the first step in protecting your family and assets. Thanks to Ctrack's Intelligent Technology, you can check on the GPS-based location and status of your vehicle whenever you need to, simply by using either your cellphone or an internet connection (Secure product only), and enjoy greater peace of mind.

For business owners with an interest in managing a small fleet of light vehicles, Ctrack allows access to current location and status, trip information as well as historical information of all vehicles on user friendly internet maps and reports, which can be viewed on screen with the option to print. The business/private classification of the trips further adds to the usefulness of Ctrack for the small business owner.

Ctrack is an investment in the security of your family and vehicles, whether it's for a small fleet of utility vehicles or your private family vehicles. With over 700 000 systems installed, Ctrack's intelligent and proven track and trace technology is now available to you.

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ctrack
Vehicle Tracking
CTRACK GP
CTRACK GP
CTRACK GP

SYSTEM BACKGROUND

What is Ctrack?

Ctrack is an Intelligent Tracking product aimed primarily at stolen vehicle tracking. The system uses GPS technology for positioning and GSM networks for communication to our 24-hour Ctrack Support Centre. Ctrack enables the authorised user to determine the current GPS based location and status of a vehicle by means of a cellphone or the internet, and also provides a range of reports detailing trips (Secure only).

Ctrack alarm statuses are forwarded to the Ctrack Support Centre to initiate vehicle tracking where necessary. Ctrack intelligence checks your system each day to ensure that it is fully operational, removing the inconvenience of having to perform self tests.

WHO IS CSC?

CSC is Ctrack's Support Centre and employs dedicated and highly trained staff to assist with all user enquiries 24 hours a day. Should your vehicle report an alarm, the **CSC** will contact you via an automated voice call. This automated system allows the **CSC** to filter out the false alarms / non-emergency situations. For your protection all calls are PIN protected. Calls are logged and may be recorded for audit and quality purposes.

- For Emergencies call **0860 333 444**, select option 1.

Approvals and certifications

Ctrack is approved by all major Insurance companies.

OPERATING FUNDAMENTALS

Getting started

1. Please read this document and ensure that you familiarise yourself with all the Ctrack features and procedures – your life could depend on it.
2. Enter the **CSC**'s phone number, **0860 333 444**, as a contact number in your cellphone. It would be advisable to set the number up as a speed dial.
3. Confirm your Ctrack vehicle tracking cellphone number as recorded on the installation certificate with the **CSC**, and enter it as a contact in your cellphone.
4. To ensure that the **CSC** has all your necessary emergency contact and authorised users information, please call the **CSC** within 24 hours of installation.

- Each Ctrack system allows for **three authorised** users, who may request the vehicle's position via SMS on their cellphone, or who may phone the **CSC** for assistance in the event of an emergency. These users will normally be yourself, family members or friends who you can authorise to access your vehicle's information.
- You may nominate one additional **emergency contact person**. If an alarm status is reported, the **CSC** will contact this person if the authorised users cannot be reached. Emergency contact persons will not be able to request a vehicle's position, nor will they be entitled to call the **CSC** for assistance.

Set up or change "authorised users" or emergency contact

1. Phone the **CSC** on **0860 333 444** (select Option 1 Support Bureau).
2. You will be asked a few security questions for identification purposes, after which you will be able to make the necessary updates.
3. Provide the details of the **authorised user/s** or **emergency contact person** to the support agent. These details will be captured on the system.
4. Please ensure that your authorised user/s (remember this does not apply to your emergency contact) test their status as an authorised user by doing one of the following:

   Insure: Send the letter **T** (Capital T) via SMS to your Ctrack Insure vehicle tracking cellphone number.
   Secure: Send the letter **P** (Capital P) via SMS to your Ctrack Secure vehicle tracking cellphone number.

   They will receive a response message indicating your vehicle's GPS position and status.

PREDICTIVE DIALLING

Our Call Centre just got more intelligent

In our quest to offer you fast emergency response, we have begun implementing a new Predictive Dialler system in our Support Centre. What makes this system so useful is that it allows us to contact 100 customers immediately and at the same time regarding alarms. It further intelligently sifts out false alarms, leaving our Call Centre staff free to attend to emergencies only.

How does this all work?

1. When an Illegal Movement, Battery Tamper or any other alarm is triggered, your Ctrack system will alert the Ctrack Support Centre.
2. The Predictive Dialler system will then automatically call you to inform you about the specific alarm.
3. You will then be asked to select if your alarm is an emergency or a false alarm.
4. You will be prompted to enter your security PIN into your cellphone to verify your answer for the appropriate action to follow.

How this benefits you

By implementing this system we are ensuring that:

1. All alarms are attended to immediately.
2. Appropriate action can be taken on all positive alarms (emergencies).
3. Security is improved by means of a PIN code for positive identification.

WHY A PIN CODE?

As an extra safety precaution, all Ctrack clients will be allocated a unique PIN code for verification purposes.

This PIN code will be sent to you via SMS. Should you wish to change this code to something that's easier to remember, you may contact the Ctrack Support Centre on **0860 333 444**.

It is very important that you use the correct PIN code, as giving the incorrect code may result in a one of our vehicles being unnecessarily despatched – choose something you'll remember easily.

As a valued customer, you will be receiving regular tips, updates and useful information via SMS, so keep an eye out for them.

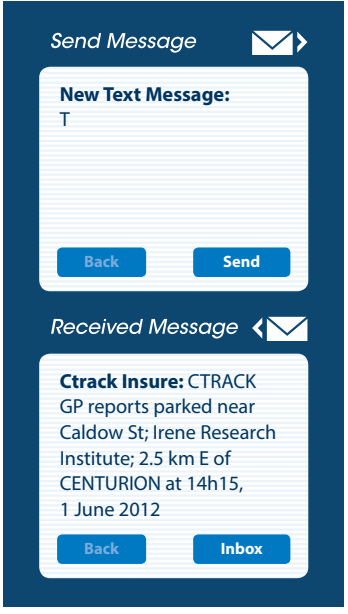
insure©

FUNCTIONS OF YOUR CTRACK INSURE TRACKING DEVICE

Testing and establishing your vehicle's GPS position and status using your cellphone

If you are unsure of the procedures for sending an SMS, please consult the user manual for your mobile device.

1. Go to the SMS function on your cellphone and create a new SMS.
2. Type in the letter **T** (Capital T), and send it to your Ctrack Insure vehicle tracking cellphone number.
3. The location and status of the vehicle will be returned as a text message to your cellphone (see image to the right).



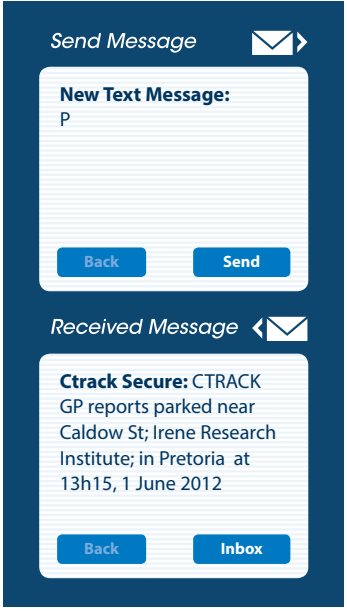
secure©

FUNCTIONS OF YOUR CTRACK SECURE TRACKING DEVICE

Testing and establishing your vehicle's GPS position and status using your cellphone

If you are unsure of the procedures for sending an SMS, please consult the user manual for your mobile device .

1. Go to the SMS function on your cellphone and create a new SMS.
2. Type in the letter **P** (Capital P), and send it to your Ctrack Secure vehicle tracking cellphone number.
3. The location and status of the vehicle will be returned as a text message to your cellphone (see image to the right).



WATCHMODE™

Should you feel uncomfortable about where your vehicle is parked, e.g. at a shopping centre or in a high-risk area, you can activate **WatchMode™**. If your vehicle's ignition is switched on or the vehicle moved while **WatchMode™** is active, the Ctrack Secure unit will send a Vehicle Movement Detected SMS only to the cellphone of the person who initiated **WatchMode™** – note that the **CSC** will **NOT** be notified. All your authorised users have access to this feature.

The **WatchMode™** feature is also very useful should you wish to be alerted when a family member starts driving, allowing you to monitor their departure.

To Activate the WatchMode™

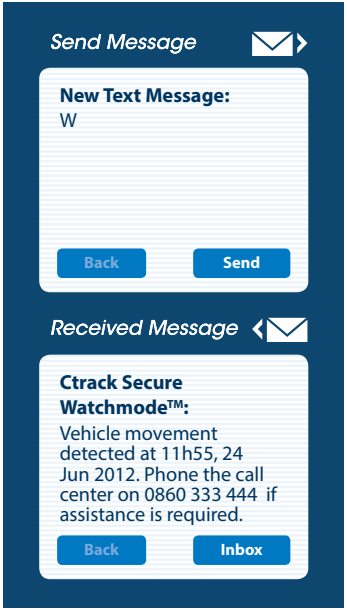
1. Go to the SMS function and create a new SMS.
2. Type in the letter **W** (Capital W), and send to your Ctrack Secure vehicle tracking cellphone number.

   The message displayed on the bottom right will be sent back to you as soon as the vehicle moves without you physically deactivating **WatchMode™**.

To Deactivate the WatchMode™

1. Before unlocking your vehicle, enter and send the letter **G** (Capital G) to your Ctrack Secure vehicle tracking cellphone number.
2. Wait until the SMS is delivered.

NOTE: Once your vehicle has been started, WatchMode™ will automatically deactivate immediately after the SMS was sent.



EMERGENCY SITUATIONS (CTRACK SECURE)

This command is used in situations of vehicle theft or hijacking. SMS the letter **E** (Capital E) to your Ctrack Secure vehicle tracking cellphone number. This will immediately send an emergency alarm to **CSC** and SMS notifications to all authorised users. A vehicle-related emergency will be registered and the **CSC** will establish your current or last reported GPS-based position and status of your vehicle. As per the emergency procedure, the **CSC** will contact the authorised users to confirm the emergency.

To send the E-command:

1. Go to the SMS function and create a new SMS.
2. Type in the letter **E** (Capital E) and send to your Ctrack Secure vehicle tracking cellphone number.

   The **CSC** will contact you to follow up on the emergency and will request your security details.

REQUESTING INCIDENT / ACCIDENT INFORMATION

In the event of an accident, Ctrack Secure users can contact **CSC** to request an accident report. Information relating to the vehicle's speed per second is stored for a period of 24 hours. Please note that this information must be requested as soon as possible and within 24 hours.

To request incident information

1. Call the **CSC** on **0860 333 444**, to request the report, and provide the operator with the details of the incident (date, time and place). If the information is available, the **CSC** will provide you with an Incident Report.
2. Ensure you obtain a call reference number from the **CSC** operator.

CSC will attempt to retrieve the information from the Ctrack Secure unit via the GSM network. If this fails, the **CSC** will contact you and you could request for the system to be removed from your vehicle for damage investigation and retrieval of the available information. The cost of removing the system from your vehicle will be for your own account.

Legal considerations

In the case of a serious incident involving fatalities or disabilities, or where legal proceedings may be instituted against the driver that could result in imprisonment, Ctrack may, on request, make available an expert to testify in court. Based on his expertise, he will interpret and explain the information retrieved from the Ctrack Secure system.

Disclaimer

While Ctrack has done everything reasonable to ensure that accurate and correct information can be obtained from the Ctrack Secure system before and after an incident, the availability and accuracy of the information cannot be guaranteed. Mechanical and electrical stresses may affect the system, causing data corruption and/or failure of the Ctrack Secure system.

UNDERSTANDING CELLPHONE STATUS REPORTS

The status reports sent to your cellphone via SMS, and the terms contained in these SMSs, are explained below. Please note that all cellphone status reports or notifications take an average of 60 - 120 seconds to be delivered and are cellular network dependent.

Stationary:	The vehicle is not moving, ignition is off.
Moving:	The vehicle is moving, ignition is on.
Unauthorised Movement: (Illegal Movement)	The vehicle is moving without ignition switched on (possible towing). This is feature is vehicle installation dependant.
Area Alarm:	The vehicle is outside the pre-defined preferred area specified by the user.
Battery Tamper:	The power supply to the Ctrack unit has been interrupted, possibly due to tampering with the vehicle battery or an attempt to bypass the Ctrack unit. This alarm message is also sent to **CSC**.
Box Tamper:	If the Ctrack unit has been tampered with or moved in any way from its installed position.
Vehicle Movement Detected:	The vehicle has been moved after **WatchMode™** was activated, in which case an SMS will be sent from the vehicle to the authorised user who activated **WatchMode™**. The message will not be sent to **CSC** or other users.
Panic Alarm:	This is generated via the optional extra panic remote, or by SMS-ing the letter **E** (Capital E) to the Ctrack Secure vehicle tracking cellphone number. This alarm message is also sent to **CSC**.

HOW TO PREVENT FALSE ALARMS

To prevent any unnecessary or false alarms, report the following activities to the CSC:

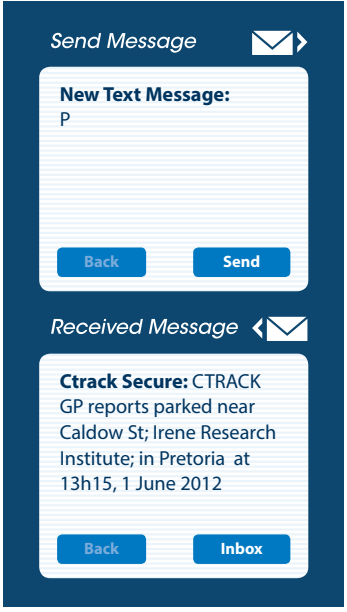
- When you depart on a trip where you will be leaving your pre-defined preferred area.
- When your vehicle goes in for a service.
- Before you disconnect your vehicle battery.

HOW TO TEST YOUR CTRACK SECURE SYSTEM

In order not to interfere with emergency situations, please notify the **CSC** prior to testing.

There are two ways to test:

1. To test the system, SMS the letter **P** (Capital P) to your Ctrack Secure vehicle tracking cellphone number and wait for the SMS response. If you do not receive a reply within 5-10 minutes, please notify the **CSC**.
2. To test the panic function, press the red button on your remote.



REMOTE IMMOBILISATION

This feature is only available if the Ctrack Secure immobilisation unit is authorised and approved by the vehicle manufacturer and the subscriber has completed a liability and warranty indemnity form.

Immobilisation will only be performed following the request of authenticated, authorised users. Your call may be recorded for audit and quality purposes.

Please note that this feature is dependant on the correct wiring done to the vehicle.

To immobilise your vehicle

1. Phone the **CSC** on **0860 333 444**, describe the situation to the operator and request to immobilise the vehicle.
2. Ensure you obtain a call reference number from the **CSC** operator.
3. Report the case to the SAPS and request a case number.

PROCEDURE TO FOLLOW IN THE EVENT OF A THEFT OR HIJACKING

Option 1 - Customer reports theft or hijacking

- Phone the **CSC** on **0860 333 444** to report the incident.
- Ensure you get a reference number for the call.
- The **CSC** will initiate the track and trace process if necessary.
- Please provide your SAPS case number to the **CSC** operator. (Note that should you not have an SAPS case number, we will assist you immediately but you are required by law to report any criminal activity immediately.)
- Once the track and trace process has been completed, the **CSC** will contact you to inform you of the outcome, i.e. recovered or not recovered.

Option 2 - CSC follows up on an alarm

- The unit will generate an alarm, i.e. panic, battery tamper, box tamper, illegal movement or area alarm.
- **CSC** will notify all authorised users of the alarm via SMS.
- You will receive a call to authenticate the alarm.
- **CSC** will make every attempt to contact first you, then your authorised users, and finally your emergency contact. Should we fail to make contact, we will initiate a track and trace response.
- Once the track and trace process has been completed, the **CSC** will contact you to inform you of the outcome, i.e. recovered or not recovered.

Procedure Conditions

- **CSC** will always endeavour to activate a track and trace team. However, on-going abuse of this facility whereby our search teams are sent out on a regular basis for false alarms will lead to callout fees being charged to the subscriber.
- Track and trace done by means of a helicopter is not included in the standard contract and will be activated only on specific request of the client and if the **CSC** operator deems necessary. Please call the **CSC** for the latest helicopter track and trace tariffs.

LOCATE YOUR VEHICLE VIA THE INTERNET WITH CTRACK ONLINE

Your minimum specifications to access the Ctrack Online website

- PC / Laptop running Windows XP or Windows 7 with Internet Explorer 8 (IE8) or later or Firefox 3.5 or later recommended. (*Please note other web browsers may work or seem to work, but are not formally supported by the Ctrack software*).
- High speed Internet connectivity (ADSL, ISDN, 3G) recommended.

1. Call the **CSC** to receive your username and password. Please have your security details as well as your vehicle registration number ready. (Usernames and passwords will only be given to authorised users unless the **CSC** receives written consent from an authorised user requesting access to non-authorised users.)
2. After receiving your username and password, the **CSC** will email you a Ctrack Online User Manual which will guide you through the setup and operation of Ctrack Online.
3. Go to **www.ctrackonline.co.za** and refer to the Ctrack Secure Online User Manual under Help -> About -> User Manual.

Technical Assistance

For technical assistance on Ctrack Online or operational assistance, call the **CSC** on **0860 333 444**.

Upgrades

Ctrack Online is a zero-footprint web application; therefore all upgrades will be done remotely by Ctrack as and when the upgrades are released.

Frequently asked software related questions

- De- / Re-installation - Contact your closest Ctrack Solutions Centre (please see back page for contact details)

FREQUENTLY ASKED QUESTIONS

Where is the installation done?

Installation may be done at your location, a Ctrack Solutions Centre or one of our Partner Fitment Centre nearest to you. One of our technicians will ensure your system is professionally installed and tested. This process takes around 90 minutes.

How do I access Ctrack's software applications?

Ctrack **Mobi** may be accessed from your smartphone while Ctrack **Online** can be accessed on your computer at **www.ctrackonline.co.za**. For usernames and passwords, contact support@ctrack.co.za.

Do I get alerted in the event of an incident?

Yes, Ctrack systems have a number of security and safety features, such as battery tampers and illegal movement alarms, and if triggered you will receive a notification via SMS. Our dialler system will automatically call you to verify if the alarm was accidental or an emergency whereby you will be immediately routed to an emergency support agent.

What happens when I sell my vehicle?

You can transfer the ownership of your Ctrack contract or you can transfer the system to your new vehicle. (Your contract does not automatically get terminated.)

How do I request a change of ownership?

Email customercare@ctrack.co.za or call **CSC** on 0860 333 444 to facilitate this request.

Can I use my Ctrack system outside of South Africa's borders?

Yes, call 0860 333 444 (option 6) to activate the international roaming functionality.

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Information
While every effort has been made to ensure that the Ctrack information and content of this document are useful and accurate, please be aware that errors may exist and that Ctrack South Africa makes no guarantees concerning the accuracy of the information or the use to which it may be put.

Due to on-going Ctrack development and the introduction of new features and technology, the products, specifications and functionality described in this manual and other literature pertaining to Ctrack are subject to change without prior notice.

Booklet Version
02 - 05/2013

CTRACK SUPPORT CENTRE | 0860 333 444

WWW.CTRACK.CO.ZA

CTRACK SOLUTIONS CENTRES

Bloemfontein | 051 434 3743
21 Pat Mullin Street, Hamilton, Bloemfontein

Cape Town | 021 557 5050
35 Sycamore Crescent, Atlas Gardens, Contermanskloof Road, Durbanville

Durban | 031 569 1975
55 Columbine Road, Ring Road Industrial Park, Avoca, Durban North

George | 044 878 1690
Corner of Discovery and 19 Pioneer Road, Pacaltsdorp Industria, George

JHB Boksburg | 011 894 3461
13 Steventon Road, Anderbolt, Boksburg North

JHB West Rand | 011 472 6400
Unit 19, Ground Floor, Clearview Village, Tugela Street, Florida Glen, Roodepoort

Klerksdorp | 018 469 2578
20 Meteor Way, Uraniaville, Klerksdorp

Nelspruit | 013 757 1167
5 Mystic River Crescent, Riverside Park Ext 7, Nelspruit

Port Elizabeth
(See George details)

PTA Centurion | 012 662 2705
Main Rotor Building, 2180 Theron Street, Lyttleton Manor Ext 8, Centurion, Pretoria

PTA Menlyn | 012 348 0613
Corner Garsfontein & Lois Avenue, Menlyn, Pretoria

HEAD OFFICE | 012 450 2222
9 Regency Drive, Route 21 Corporate Park, Irene Ext 30, Centurion, South Africa, 0157

EMERGENCY NUMBERS

Call 10111 - For your nearest Police Station
Call 112 - Emergency number for all cellular networks
Call 10177 - National Crisis Centre for medical and ambulance, hijackings, fire or any other life threatening situation.

NUTHOUSE MARKETING 8379